



C01 Notification of Complaint

Thank you for submitting your notification. Below is a copy of the information provided in your notification. If there are any issues, please contact your [Regulatory Authority](#) for assistance.

Notification of Complaints

Provider

Provider Name	Communities@Work
Provider Number	PR-00005824
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Communities@Work Charles Weston Out of School Hours Care
Service Approval Number	SE-40005645
Service Approval Status	Approved

Complaint Details

Please select the relevant notification and provide/attach the information required	Complaints alleging that the Law has been contravened
Please supply the following information: - Complainant name and contact details	P01P01 Phone: P03 Email: P03
Please supply the following information: - Date complaint received - Copy of written complaint (or written summary) and any other relevant documentation (including correspondence, photographs, statements, etc) - Steps taken/actions planned by approved provider in response to the complaint	Complainant received - 21/11/2024 During a phone call between P01P01 (Complainant) and P01 (P01 (Acting Co-Manager OSHC), P01 raised the following concern. - The same two children attended the service again yesterday (20/11/2024) from the previous incident - Around 4:30pm they came into the hall and walked up to P01 . P01 is unsure what was said in the interaction. - P01 told them they cannot be in the service and they said "shut up you bitch" - P01 told P01 and she kicked them out, however didn't support P01 afterwards and he feels he was just left on his own - P01 won't want to have a restorative conversation like last time, as he has lost trust with P01 however P01 still expects action with the children involved - P01 questioned "how are you safe guarding all of the children when these past students can just walk in. What if that had been someone else?" - P01 said "just because oshc spoke to P01 's parents, how do we know they spoke to him about it"

Submitted By: **P01 P01**



- **P01** questioned if a doorbell, or educator fixed to the door area would help prevent this reoccurring
- She does not feel her children are safe in our care and is thinking about withdrawing their enrolments
- She questioned why she was not told about it when she picked them up

P01 (Program Coordinator) informed **P01** that the following occurred:

- When I was notified that they had entered the service I immediately asked them to leave and spoke to them about not entering the service. I was advised by other educators that the boys entered the service and walked towards the bag area like they were picking **P01** (younger sibling) up. **P01** was then the one who approached them.
- I spoke to **P01**s (one of the children) dad when he arrived to collect **P01** about him not visiting the program. He was unaware as the previous conversation had occurred with mum and they have now separated.
- After everyone left I went and spoke to **P01** to ask if he was okay. He said to me "This has happened before, and you said you talked to them. I thought they weren't supposed to be here?". I explained the actions we took last time including speaking to families, making sure all educators knew they couldn't attend the service, etc. I apologized that it had occurred again. **P01** asked me what we would do about it this time and I said that we would reinforce this with the educators and respeak with the families. **P01** then said he wanted to be left alone and I let him be.
- I did speak to all of the educators about this expectation at the time, however we had visiting and new educators and they must not remember/be aware.
- I didn't see that they had left the service as I was supporting another situation. In hindsight I should have given **P01** a call when I noticed they had left, instead of waiting until the next day to speak with her

Additional information to support-

- Previous incident referred to was lodged as a C01 - NOT-00067011
- The two children are known to the service as they previously attended the school
- Conversations have already occurred with the families of these students regarding them entering the program when the previous incident occurred
- The family was already moving back to England at the end of the year and **P01** has chosen to withdraw their enrolment early as a result of the incident.

Additional actions-

- Follow up email will be sent to the families of the two 'visitors' to confirm in writing that they cannot be coming into the service
- A doorbell has been purchased to be installed on Monday morning
- An email has been sent to all oshc families informing them of the doorbell introduction

Please upload any relevant documentation

Documents to be submitted later.



Child Details

Child's Name	P01 P01
Child's Gender	Male
Child's Date of Birth	P02

Child Details

Child's Name	P01 P01
Child's Gender	Female
Child's Date of Birth	P02

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03